

Lahey Clinic

Hospital-based Outpatient Anticoagulation Clinic

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The Lahey Approach

- **Staffing**
 - 1 RN: 400 patients; 1 AA: 600 patients
- **Collaborate with the provider already caring for the patient; predominantly a telephone-based service**
 - Space restrictions
- **Current Annual Statistics:**
 - >2800 active patients seen annually
 - ~48,000 INRs managed
 - > 750 new referrals
 - Does not include full enrollment of CGP patients: ~1200 additional patients
 - TTR: 70%; TTR +/- 0.2: 84%

Provider Referrals

- Hospital-Based Specialists
 - Cardiology
 - Hematology
 - Surgery
 - Vascular Medicine
- Hospital-Based Primary Care
- Community-Based Primary Care*

Challenges in Meeting the Standard of Care

- Two different models of care
- Specialists managing anticoagulation collaboratively with the ACC
 - not a comprehensive view of patient risks/needs
- Providers not able to keep abreast of changes in clinical guidelines
- Difficulty justifying adequate staff to meet the volume
- Different models of licensing and re-imburement
- Organizational geography and space limitations

Program Success

Tips on Achieving Provider Buy-In

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Be Realistic

- You can't fix everything all at once
- Too much change can result in chaos if not implemented carefully
- Avoid frustration of your staff, providers, patients

Choose your Battles

- Identify the areas of highest risk or frustration for your providers in your organization and target those areas first
 - Referral Process (Closed for 18 months; manual system)
 - Initiation of Warfarin Protocols (no standard)
 - Bridging Therapy (High frustration)
 - Reversal of VKA (no standard)
 - Dosing Protocols (administrative housekeeping)

Set The Stage

- Evaluate your current practice
 - What works?
 - What doesn't?
- Provide evidence of the problem
 - Quality Assurance
- Provide information about the Standard of Care
- Invoke your experts
- Include your users in the needs assessment
- Advertise your successes

Make it **EASY** to Comply

- Set up systems that are
 - easy to access
 - easy to use
 - easy to troubleshoot
- Set the standard of care and advertise it
- Educate your providers of changes in
 - Practice
 - Process
 - Expectations
- Utilize a respected Provider Champion
- Keep it Simple!

Administration

- **Has a different perspective on the problem than your providers**
- **If your providers are happy, your administration will be, too!**
- **Be honest in your**
 - **Needs**
 - **Numbers**
 - **Expectations**
- **Do your homework**
- **Advertise your successes**